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1 A call control driven MVC programming model for mixing web and call or multimedia applications

Stéphane H. Maes
September 2007 Mobility '07: Proceedings of the 4th international conference on mobile technology, applications, and systems and the 1st international symposium on Computer human interaction in mobile technology

Publisher: ACM
Full text available: [PDF \(355.63 KB\)](#) Additional Information: full citation, abstract, references, index terms

Bibliometrics: Downloads (6 Weeks): 13, Downloads (12 Months): 41, Citation Count: 0

With the evolution of internet towards web 2.0 and real time communications and the adoption of IMS by telecommunications service providers, SIP becomes the next major protocol that application developer may want to rely on to develop their latest applications. ...

Keywords: IMS (IP multimedia subsystems), Parlay, SIP, call control, converged applications, media server control, multimedia applications, multimodal applications, real time communications (RTC), voice application, web 2.0

2 Evolution of three help desks

Jerilyn Prescott, Tom Kilti, Gary Franklin, Andrew Cleary, Tony Lovgren, Angie Mai
October 2001 SIGUCCS '01: Proceedings of the 29th annual ACM SIGUCCS conference on User services

Publisher: ACM
Full text available: [PDF \(190.59 KB\)](#) Additional Information: full citation, abstract, references, index terms

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The IT environment in higher education is diverse in both the technology being used and the various constituents being supported. To help support this heterogeneous environment many universities and colleges have developed either a support center or ...

Keywords: help desk, higher education, support center

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